Chapter 4

# Troubleshooting and Correcting Vouchers

## Chapter Overview

4.1

After vouchers have been entered and saved, several actions must occur before they can be paid. Vouchers must:

- Pass document tolerance (if for a purchase order)
- Be budget-checked
- Be posted
- Be approved at agency level
- Be approved at AOS level

Document tolerance, budget checking, and voucher posting occur automatically as batch processes every two hours. Users no longer run these processes individually. A voucher will not be posted until it has passed document tolerance and budget-checking. The posting process creates the accounting entries that are posted to the general ledger when the Journal Generator process runs.

Vouchers are routed for approval when they are saved. Vouchers are approved at the agency level (the number of approvals depends upon agency policy) and then at AOS. The ability to approve is based on the user's security access.

After a voucher is given final approval at AOS, it is ready to be paid. Vouchers are paid in the Pay Cycle that runs on their scheduled due date.

If a voucher fails any of the processing, if it is denied by an approver, or if the user realizes a mistake has been made, a number of actions can be taken, depending on the problem and the status of the voucher. Corrections may require that the voucher be unposted or closed; a limited number of users have access to the unposting and closing processes.

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## Objectives

By the end of this chapter, you will be able to:

- Verify document tolerance and budget-checking status
- Troubleshoot voucher errors
- Post vouchers
- Unpost vouchers
- Close vouchers

## Verifying Document Tolerance and Budget Checking

The most important tool you have for troubleshooting vouchers is query SOIAP008. In addition to running this query to verify that you have entered all voucher information correctly, you need to run this query periodically throughout the day to find out the budget-checking and posting status of the vouchers.

The document tolerance and budget-checking processes run automatically every two hours. If the voucher is a PO voucher, it must pass document tolerance before it can be budget-checked. Non PO vouchers do not go through the document tolerance process. Document tolerance checks line item amounts on the voucher, receipt, and PO to ensure that any differences are within the lesser of $500 or 10%. Budget-checking moves the encumbrance to an actual expenditure and verifies that the budget still has the necessary funds to pay this voucher (e.g., in cases when the voucher includes freight and overage charges that were not on the PO).

**NOTE**

To find out if vouchers have passed these processes, you need to run the SOIAP008 query periodically throughout the day.

The *Bdgt Ck'd* column shows the budget-checking status:

- If the status is *valid*, the voucher has passed budget-checking.
- If the status is *not checked*, either the process has not run or the voucher did not pass document tolerance (if the voucher is a PO voucher) or the accounting date is in a closed accounting period or the voucher is in recycle status due to Chartfield errors.



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- If the status is *error*, the voucher did not pass budget-checking.

If the status is *not checked* or *error*, copy the Voucher ID and go to the Voucher component to look up the voucher. The Summary page shows the document tolerance and budget-checking statuses. If there are errors, an exceptions link will be available. Click on that link to research the problem.

**To resolve document tolerance exceptions**, work with the budgeting or purchasing personnel in your agency. Depending on the situation, your agency may require that a change order be created to add funds to the purchase order. Work with IDOA and follow their guidelines for creating change orders. The change order must then be approved and budget-checked.

**NOTE**

A change order is the same as an advice of change.

**To resolve budget-checking exceptions**, first check the data on the voucher. Make sure the Chartfield values are correct. If the Chartfield values are correct and the error is *No Budget Exists*, work with your agency's budget personnel to correct the problem. If necessary, submit an issue to GMIS requesting that a $0 budget be established. If the error is *Exceeds Budget Tolerance*, work with your agency's budget personnel to see if the transaction should be allowed. If so, the analyst should enter budget journals to move funds to allow the transaction to pass.

If the error is *Date not in Bounds*, the date on the transaction is not within the effective dates of the project (this error only occurs for transactions that charge a project ID). Work with the grant manager to determine whether the transaction is grant-eligible and whether the effective dates of the project are correct in ENCOMPASS.

### To check document tolerance and budget-checking status

A. Run the SOIAP008 query.

B. Research vouchers that have budget checking status of not checked or error.



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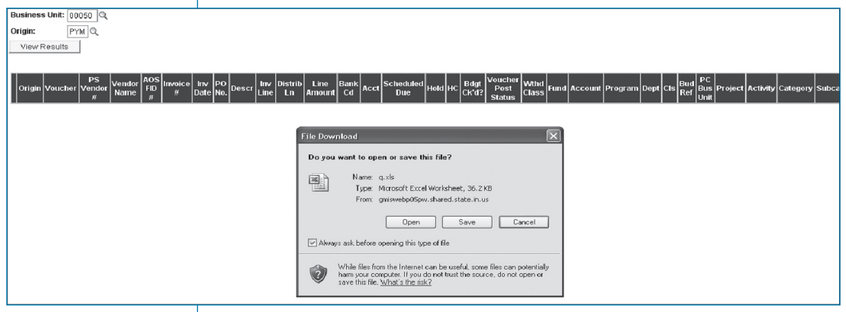
## Procedure | Run the SOIAP008 Query to Check Voucher Statuses

**Navigation**

Accounts Payable >> Vouchers >> Verify Pending Vouchers




**APSC44** Query SOIAP008 (Verify Pending Vouchers)

| Step | Action |
|---|---|
| 1 | Enter the **Business Unit.** |
| 2 | Enter the **Origin.** (You may enter a % wildcard to see all vouchers for a business unit.) |
| 3 | Click the **View Results** button. |
| 4 | Click the **Open** button. |

**APT37**

The Bdgt Ck'd column shows the budget-checking status. Copy the voucher ID of any items that have a status of error or not checked so that you can look them up.

A1 Verify Vouchers Prior to Pymnt

| | O | P | Q | R | S | T | U | V | W | X |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | | | | | | | | | | |
| 2 | Scheduled Due | Hold | HC | Bdgt Ck'd? | Voucher Post Status | Wthd Class | Fund | Account | Program | Dept |
| 3 | 9/26/2007 | N | GP | Not Chk'd | U | NO | 10020 | 550100 | 10000 | 007001 |
| 4 | 9/26/2007 | N | GP | Not Chk'd | U | NO | 10020 | 550100 | 10000 | |
| 5 | 11/6/2007 | N | GP | Valid | P | NO | 10020 | 552300 | 10000 | 007001 |
| 6 | 11/6/2007 | N | GP | Not Chk'd | U | NO | 10020 | 540100 | 11000 | |
| 7 | 10/12/2007 | N | GP | Not Chk'd | U | NO | 10020 | 530100 | 10000 | 015000 |
| 8 | 10/12/2007 | N | GP | Not Chk'd | U | NO | 10020 | 530100 | 10000 | 015000 |
| 9 | 10/10/2007 | N | GP | Valid | P | NO | 10020 | 540300 | 10000 | 000TND |
| 10 | 11/14/2007 | N | GP | Valid | P | NO | 10470 | 552300 | 10000 | 007001 |
| 11 | 10/10/2007 | N | GP | Valid | P | NO | 10010 | 550100 | | |
| 12 | 10/10/2007 | N | GP | Valid | P | NO | 10010 | 550500 | | |

**APSC45** Query SOIAP008 (Verify Pending Vouchers)



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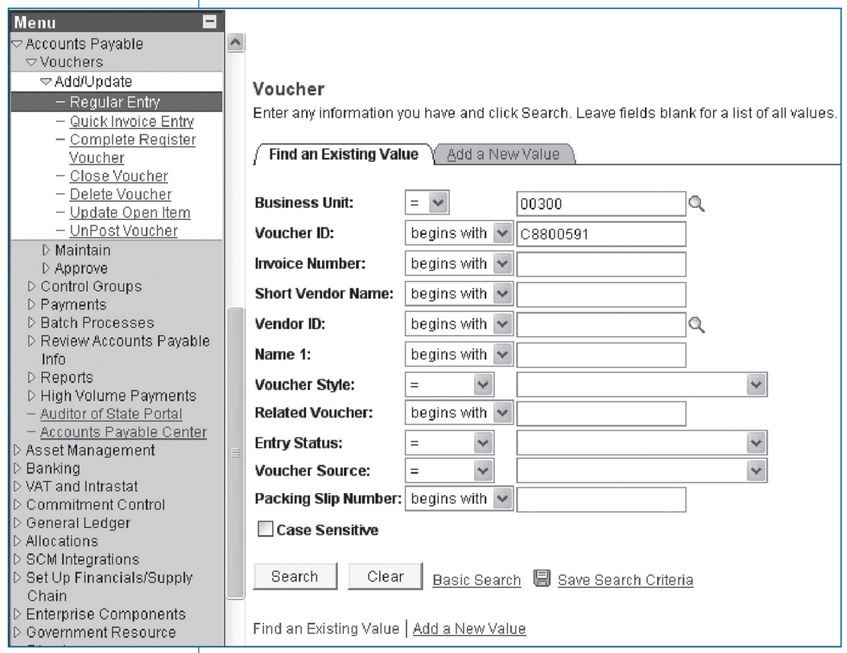
## Procedure | Research Vouchers

**Navigation**

Accounts Payable >> Vouchers >> Add/Update >> Regular Entry

### Document Tolerance Exception

Look up the voucher, which you identified from the SOIAP008 query.




**APSC46** Find an Existing Value tab



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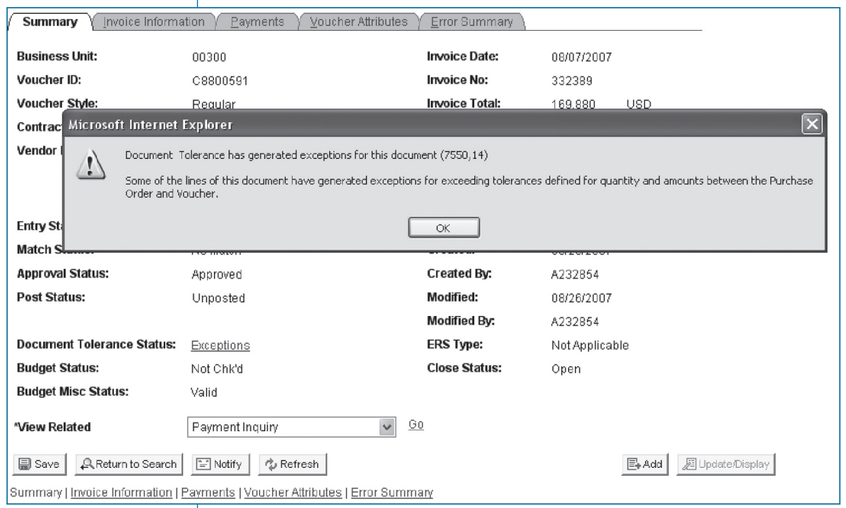
If there are document tolerance exceptions, an error message appears when you open the voucher.




**APSC47** Summary page

The budget status of this voucher is Not Chk'd. This voucher has not been budget checked because it has document tolerance exceptions.

| Step | Action |
|---|---|
| 1 | Click **OK**. |
| 2 | Click the **Exceptions** link in the Document Tolerance Status field. |

**APT38**





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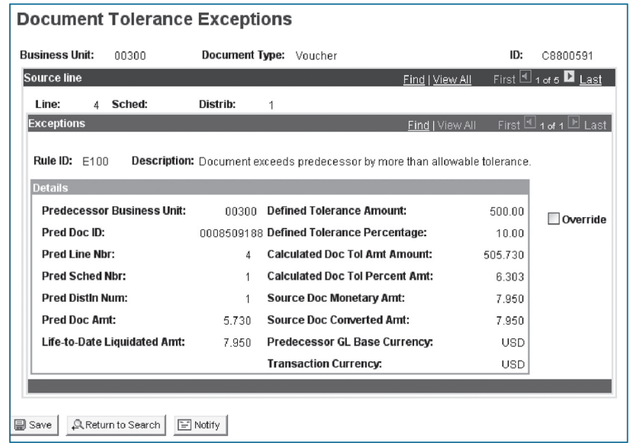
The Document Tolerance Exceptions page for the voucher appears. Look at the right of the blue and gray bars to make sure you **View All** exception lines.




**APSC48** Document Tolerance Exceptions page

| Step | Action |
|---|---|
| 3 | View the exception information. |
| 4 | In the rare event that the voucher needs to be paid, even though the document tolerance limit is exceeded, select the **Override** checkbox. Few users have access to this function. |
| 5 | Click **Save**. |

**APT39**



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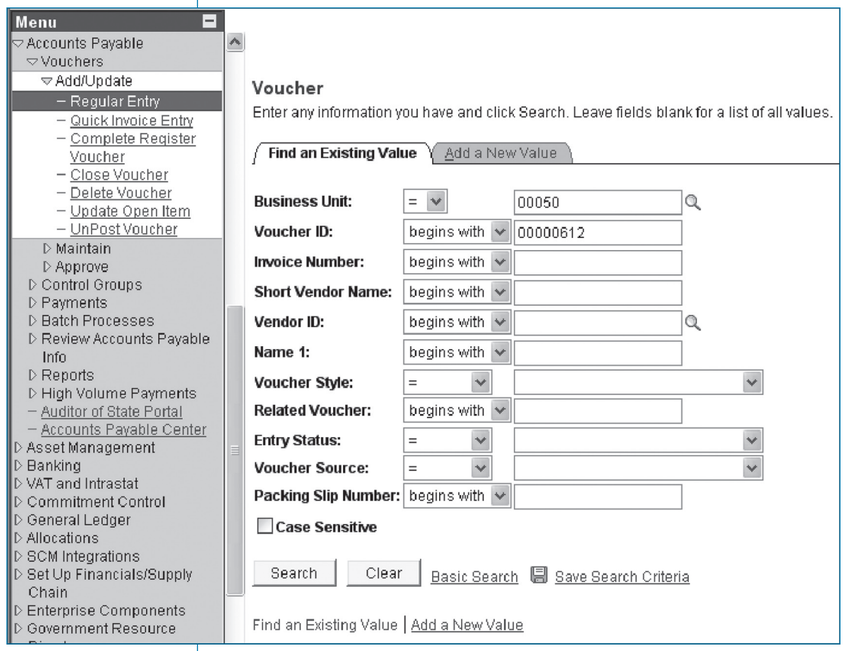
## Budget-Checking Exception

Look up the voucher, which you identified from the SOIAP008 query.




**APSC49** Find an Existing Value tab



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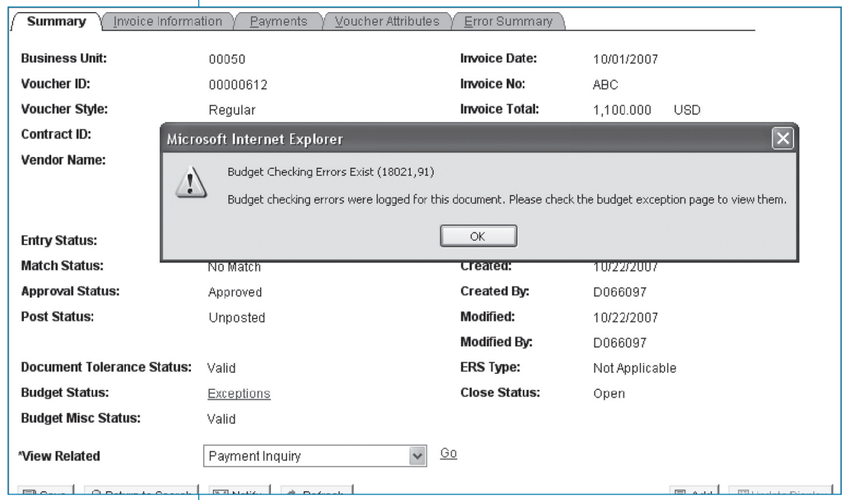
If budget-checking exceptions exist, an error message appears when you open the voucher.




**APSC50** Summary page

| Step | Action |
|---|---|
| 1 | Click **OK**. |
| 2 | Click the **Exceptions** link in the Budget Status field. |

**APT40**



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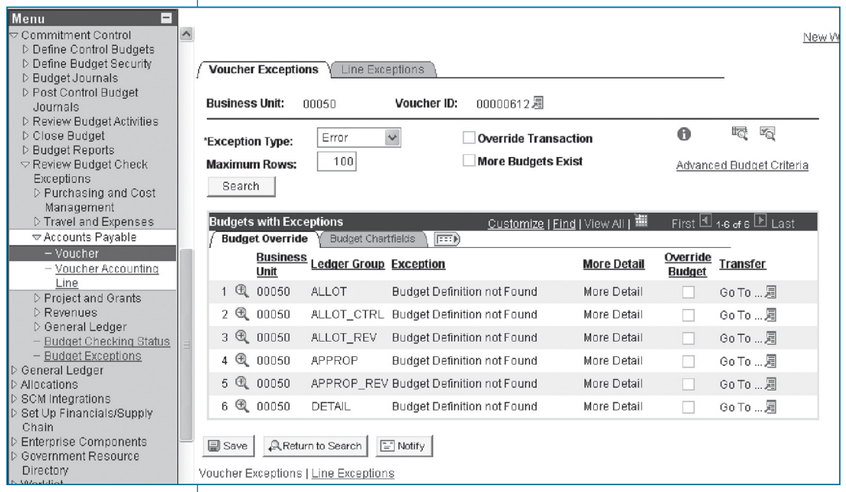
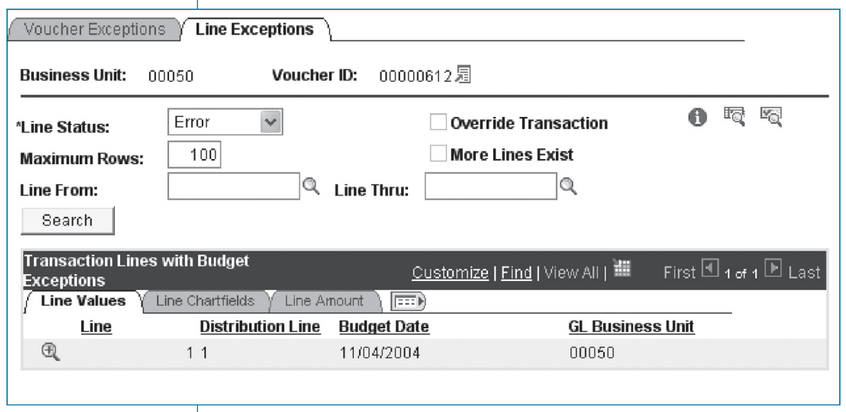
The Voucher Exceptions page appears in a new window. Look at the right of the blue and gray bars to make sure you **View All** exception lines.




**APSC51**

Voucher Exceptions page

The Line Exceptions page shows the lines with budget exceptions. Look at the right of the blue and gray bars to make sure you **View All** exception lines.




**APSC52**

Line Exceptions page



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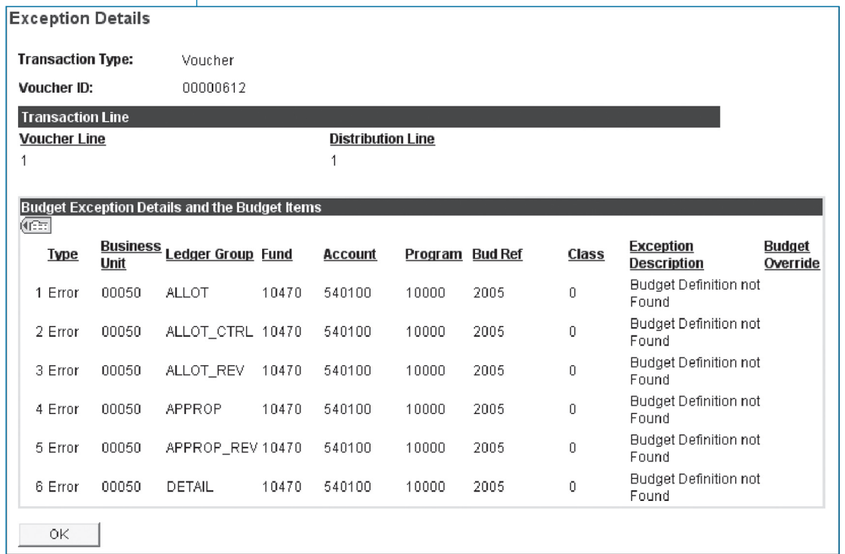
| Step | Action |
|---|---|
| 3 | Click the **magnifying glass** to drill down into the error. |

**APT41**




**APSC53**

Exception Details page

| Step | Action |
|---|---|
| 4 | Click the **Combine Columns** icon. |
| 5 | Identify the lines with a status of **Error** and view the **Exception Description**. |
| 6 | Verify the data entered on the voucher, especially the Chartfield values. Work with the budget personnel in your agency to resolve the errors. |

**APT42**

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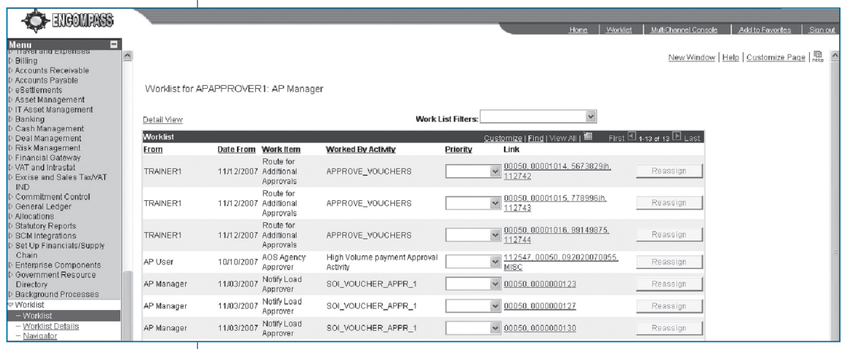
## Accessing Vouchers Denied for Approval

When a voucher is denied, the voucher is routed to the Worklist of the user who entered the voucher. The denier must give the paper invoice back to the originator and communicate the reasons for denial (outside the system—either by email or by writing the reason on the SOIAP0008 query or some other process). The user accesses the voucher and takes the appropriate action.

### Procedure | Review Denied Voucher

Denied vouchers are routed back to the originator's Worklist.




**APSC54** ENCOMPASS home page

| Step | Action |
|---|---|
| 1 | Click the **Worklist** link. |
| 2 | Click on the voucher you want to review. |

**APT43**

### Procedure | Make Changes as Necessary



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## Possible Voucher Errors and Steps to Correct Them

After a voucher has been approved at the AOS level, it is ready for posting and payment. Posting creates the accounting entries for the voucher. When Journal Generator is run, these accounting entries are used to create journal entries for the general ledger. Posting is run automatically every two hours. Most users will not have access to post and unpost vouchers or to close them.

To troubleshoot and correct vouchers, however, users need to understand the various stages of a voucher (and its payments), because different actions are taken depending on the status.

The following tables describe some common errors and the methods for correcting them. The steps for closing and unposting vouchers are explained later in this chapter.

**SCENARIO: Voucher is entered in error (such as a duplicate)**

| If voucher is... | Perform... | To... | NOTES |
|---|---|---|---|
| • Posted<br>• Not selected for payment | CLOSE voucher | • Void voucher<br>• Reverse accounting entries | |
| | | | |
| • Not posted<br>• Not selected for payment | Wait until voucher is posted, then CLOSE voucher | • Void voucher<br>• Reverse accounting entries | |

**APT44**

**SCENARIO: Voucher is created from incorrect PO receipt**

| If voucher is... | Perform... | To... | NOTES |
|---|---|---|---|
| • Posted<br>• Not selected for payment | CLOSE voucher | • Void voucher<br>• Reverse accounting entries | |
| | | | |
| • Not posted<br>• Not selected for payment | Wait until voucher is posted, then CLOSE voucher | • Void voucher<br>• Reverse accounting entries | |
| | | | |
| • Posted<br>• Paid | If agency cannot resolve issue, contact AOS. | | |

**APT45**



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### SCENARIO: Voucher has wrong amount

| If voucher is... | Perform... | To... | NOTES |
|---|---|---|---|
| • Posted<br>• Unpaid | UNPOST voucher | • Correct amount | Voucher will go back through approval process and be budget-checked and re-posted. |
| | | | |
| • Not posted<br>• Not selected for payment | Correct amount | | If voucher has been approved (at any level), it will go back through approval process and be budget-checked. |

**APT46**

### SCENARIO: Chartfield value or values are entered incorrectly

| If voucher is... | Perform... | To... | NOTES |
|---|---|---|---|
| • Posted<br>• Unpaid | UNPOST voucher | • Correct Chartfield | Voucher will go back through approval process and be budget-checked and re-posted. |
| | | | |
| • Not posted<br>• Not selected for payment | Correct Chartfield | | If voucher has been approved (at any level), it will go back through approval process and be budget-checked. |
| | | | |
| • Posted<br>• Paid | Enter JOURNAL voucher | • Correct Chartfield | Journal vouchers are zero-amount vouchers. |

**APT47**





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### SCENARIO: Bank, account, handling code, or remit to information needs to be changed

| If voucher is... | Perform... | To... | NOTES |
|---|---|---|---|
| • Posted or unposted<br>• Unpaid | Make changes.<br>**Do not need to unpost voucher.** | Correct bank code<br>• Bank code<br>• Bank account<br>• Handling code<br>• Remit to address | If voucher has been approved (at any level), it will go back through approval process. |
| | | | |
| • Paid | Contact AOS to cancel payment and determine whether it needs to be reissued. | | |

**APT48**

### SCENARIO: Incorrect payment was made to vendor (wrong amount)

| If voucher is... | Perform... | To... | NOTES |
|---|---|---|---|
| • Posted<br>• Paid | Contact vendor to resolve. If you are unsure how to resolve, contact AOS. | | |

**APT49**



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## Posting Vouchers

Vouchers are automatically posted in a batch process that runs every two hours. Most users will not be able to post vouchers individually. However, a few users will have access to post vouchers from the Voucher component.

Once a voucher is posted, you **cannot** change certain fields that have an impact on accounting entries. Depending on your security access, these fields can be changed after a voucher is posted: Comments, Pay Terms, and some fields on the Payments page (if the voucher has not yet been paid).

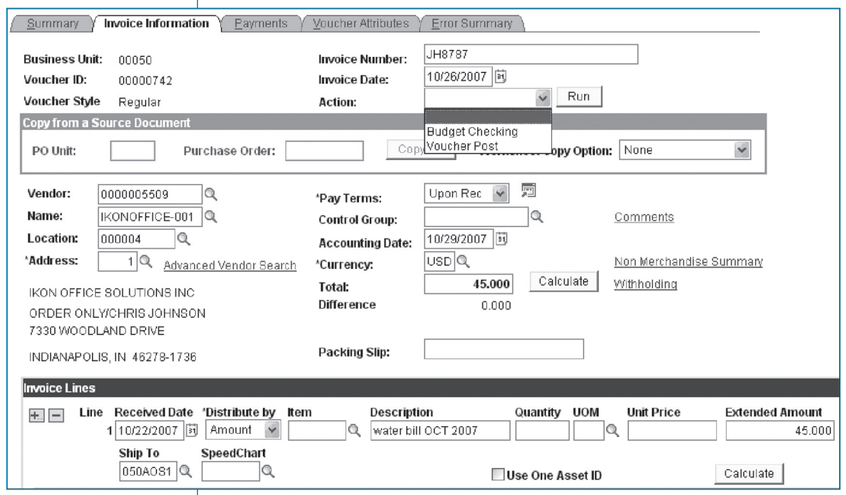
If the voucher has not been paid and you need to correct fields other than the ones listed above, you can unpost vouchers to fix the entries. See the topic Unposting Vouchers in this chapter.



### Navigation

Accounts Payable >> Vouchers >> Add/Update >> Regular Entry

If document tolerance and budget checking have not run, they will run when you run voucher posting.




**APSC55**

Invoice Information page



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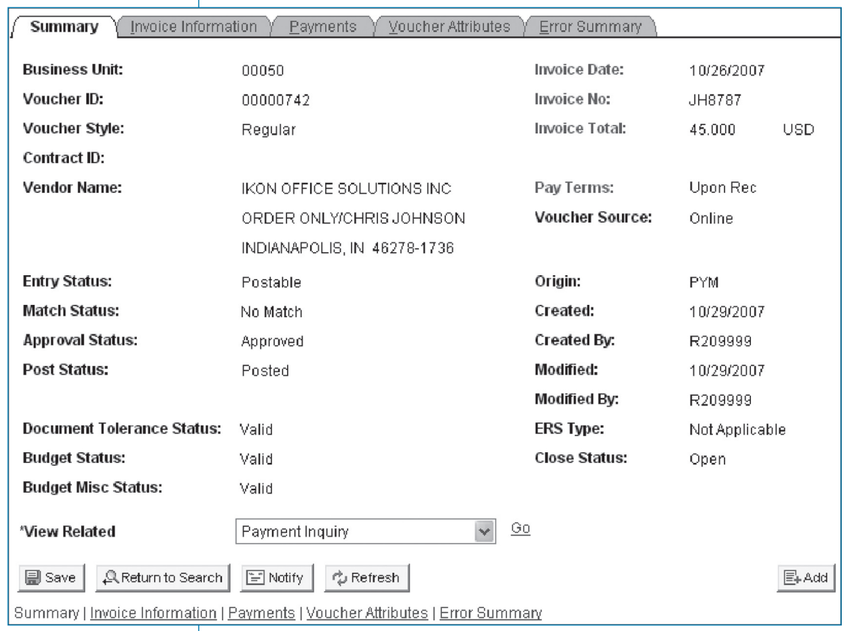
| Step | Action |
|---|---|
| 1 | In the **Action** field, select **Voucher Post**. (Note: The voucher must be saved before any options are available in the Action field.) |
| 2 | Click the **Run** button. |
| 3 | Click **Yes** to wait on the process to run or **No** to continue working while the process is running. |

**APT50**

After posting runs, the *Summary* page shows the *Post Status* as Posted. Note that the *Document Tolerance* and *Budget Statuses* are Valid.




**APSC56**

Summary page



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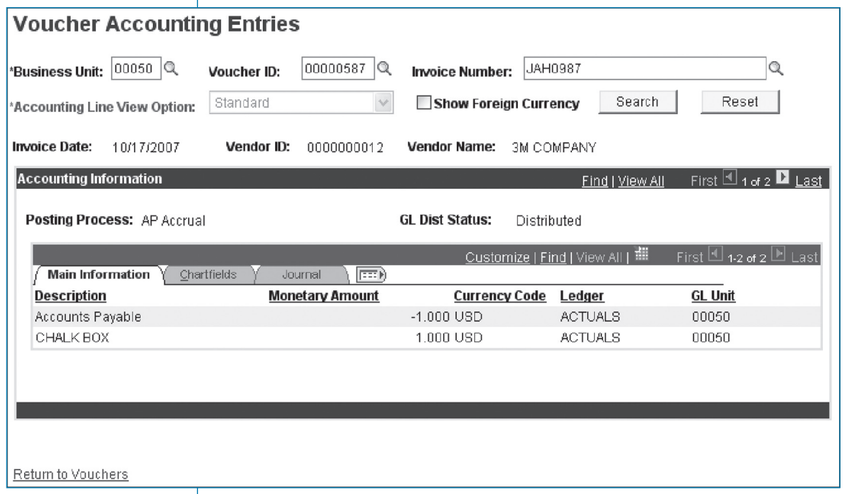
## Viewing Voucher Accounting Entries

After the posting process has run, you can view the accounting entries for the vouchers.

**Navigation**

Accounts Payable > >Review Accounts Payable Info >> Vouchers >> Accounting Entries




**APSC57** Voucher Accounting Entries

| Step | Action |
|---|---|
| 1 | Enter information in any of the search fields. |
| 2 | Click **Search**. |
| 3 | Click the **Expand All** icon to view Chartfields and Journal information. |

**APT51**



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## Unposting Vouchers

Once a voucher is posted, critical fields are no longer editable (such as Gross Amount and Chartfield values). This is an important control feature. Sometimes, however, an error is detected after posting that requires that a change be made to that critical information. To re-edit the field, the voucher must first be unposted.

Unposting a voucher instructs the system to create adjusting entries that undo the effects of the posting. Unposting happens immediately when you save the Unpost Voucher page.

If a payment has been made for a voucher, do *not* unpost the voucher. If Chartfield changes need to be made, enter a journal voucher. If for some reason the voucher must be unposted, you must first cancel the payment before unposting the voucher.

There are two scenarios when you need to unpost a voucher:

### Wrong Invoice Amount

1. Unpost voucher.
2. Update or refresh the following fields:
   - Total (gross amount)
   - Extended amount (invoice lines)
   - Amount (distribution lines)
   - Gross Amount (Payments page)
3. Click *Save* (budget status reverts to Not Chk'd).
4. Wait for batch budget-checking and posting to run.

### Wrong Chartfield Value or Values

1. Unpost voucher.
2. Update appropriate Chartfields.
3. Click *Save* (budget status reverts to Not Chk'd).
4. Wait for batch budget-checking and posting to run.



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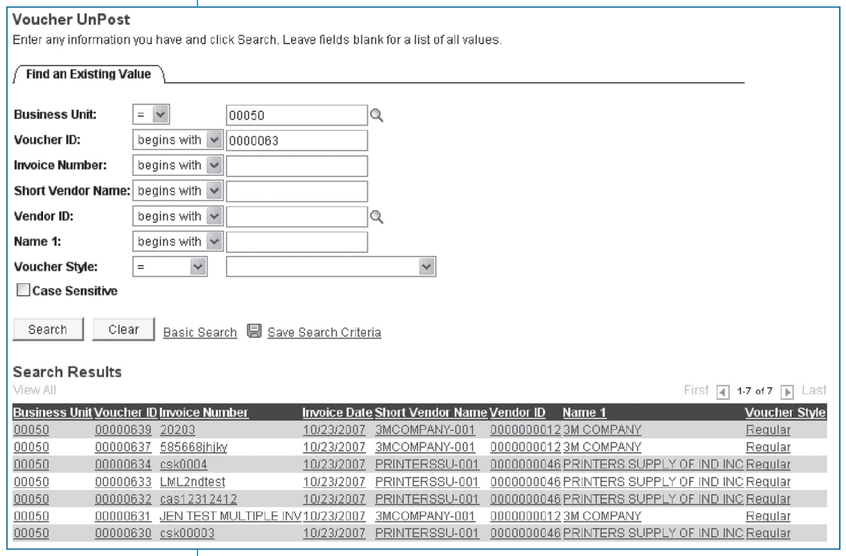
## Navigation

Accounts Payable >> Vouchers >> Add/Update >> UnPost Voucher




**APSC58** Find an Existing Value Tab

| Step | Action |
|---|---|
| 1 | Enter information in any of the search fields. |
| 2 | Click **Search**. |
| 3 | Select the voucher you want to unpost. |

**APT52**



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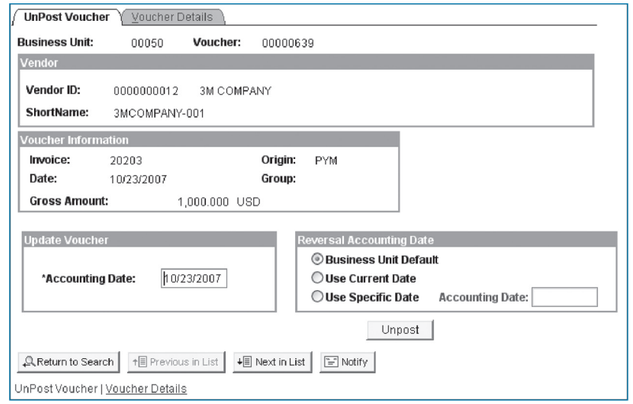
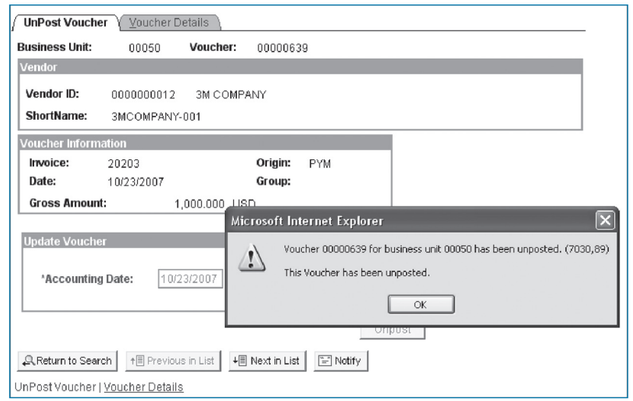



**APSC59** UnPost Voucher page

| Step | Action |
|---|---|
| 4 | View the **Voucher Details** page, if necessary. |
| 5 | Verify the **Accounting Date** is correct. It defaults to the current date. |
| 6 | Click the **Unpost** button. |
| 7 | When you receive the warning message, click **OK** to continue. |

**APT53**

The voucher is unposted immediately.




**APSC60** Confirmation Message

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## Closing Vouchers

You close vouchers when you want the remaining liability to be written off the vendor balance and the voucher to be considered complete. When you close a voucher, accounting entries are reversed.

**NOTE** Reversal vouchers are no longer used.

To be closed, a voucher must be:

- Posted
- Not selected for payment
- Not fully paid

To close a voucher, you access the voucher close component, pull up the voucher you want to close, and mark the voucher for close. When the posting process runs, the reversing accounting entries are created. When the budget-checking process runs for a non-PO voucher that is closed, the process will reverse the expenditure and add the money back to the budget. For a PO voucher that is closed, the process will reverse the expenditure and recreate the encumbrance.

When you close a PO voucher, you can choose to restore the encumbrance if you expect to receive another invoice. You can choose not to restore the encumbrance if you plan to liquidate the purchase order.





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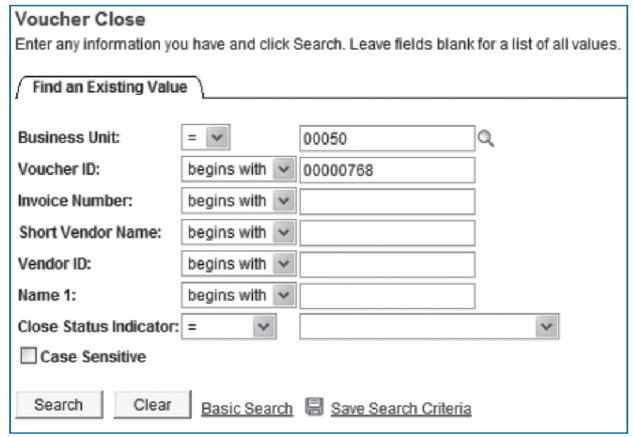
**Navigation**

Accounts Payable >> Vouchers >> Add/Update >> Close Voucher




**APSC61** Find an Existing Value Tab

| Step | Action |
|---|---|
| 1 | Enter information in any of the search fields |
| 2 | Click **Search**. |
| 3 | Select the voucher you want to close. |

**APT54**



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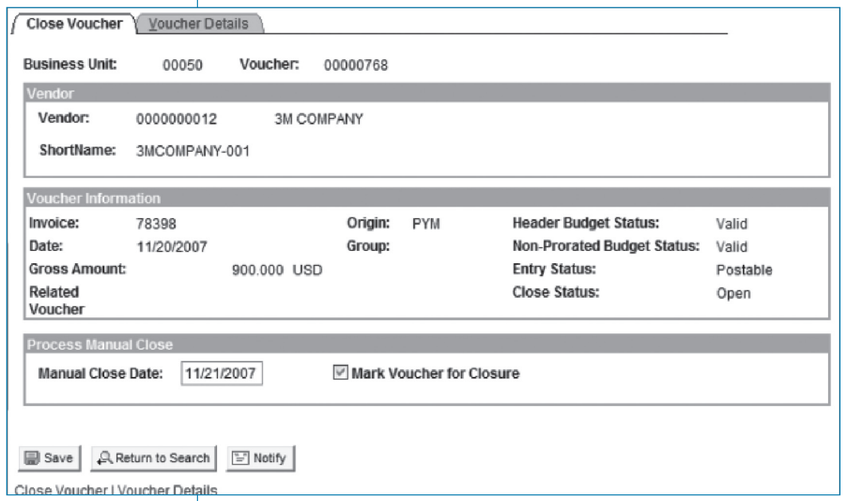
## Procedure | Mark the Voucher for Close

You can go to the *Voucher Details* page to view the details for the voucher. On the *Close Voucher* page, enter the date you want the voucher to be closed, click the *Mark Voucher for Closure* checkbox, and save the page.




**APSC62** Close Voucher page

| Step | Action |
|---|---|
| 4 | In the **Manual Close Date** field, accept the current system date or enter a date so that the closing/reversing entries occur within the correct accounting period. |
| 5 | Select the **Mark Voucher for Closure** checkbox so the system will pick up the voucher in the next posting run for this business unit. The posting process creates the accounting entries to relieve the liability. |
| 6 | If the voucher is a non-PO voucher, click **Save**. |

**APT55**



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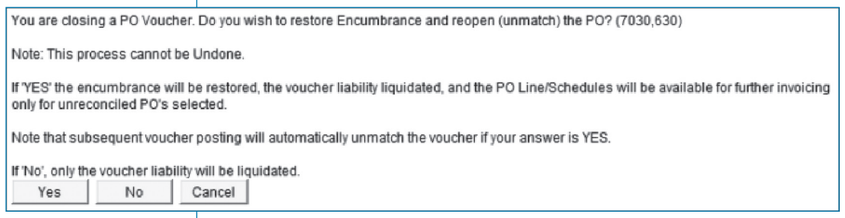
If the voucher is a PO voucher, a message will appear asking if you want to restore the encumbrance and reopen the voucher, or if you want to liquidate the voucher liability only.

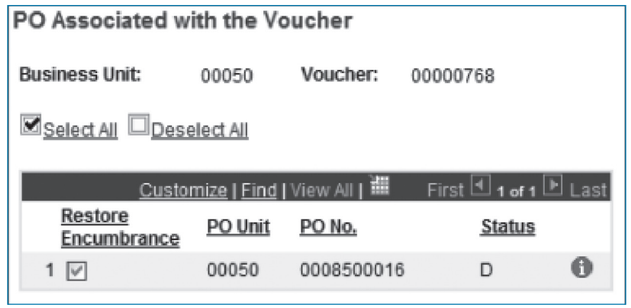



**APSC63** PO voucher message

| Step | Action |
|---|---|
| 7 | If you want to restore the encumbrance and reopen the PO, click **Yes**. |
| 8 | If you want to close the voucher liability only, click **No**. |

**APT56**

If you click *Yes* to restore the encumbrance and reopen the PO, the system asks you to select the PO you want to reopen.




**APSC64** PO Associated with the Voucher

| Step | Action |
|---|---|
| 9 | Select the **Restore Encumbrance** checkbox for the PO you want to reopen. |
| 10 | Click **OK**. |

**APT57**



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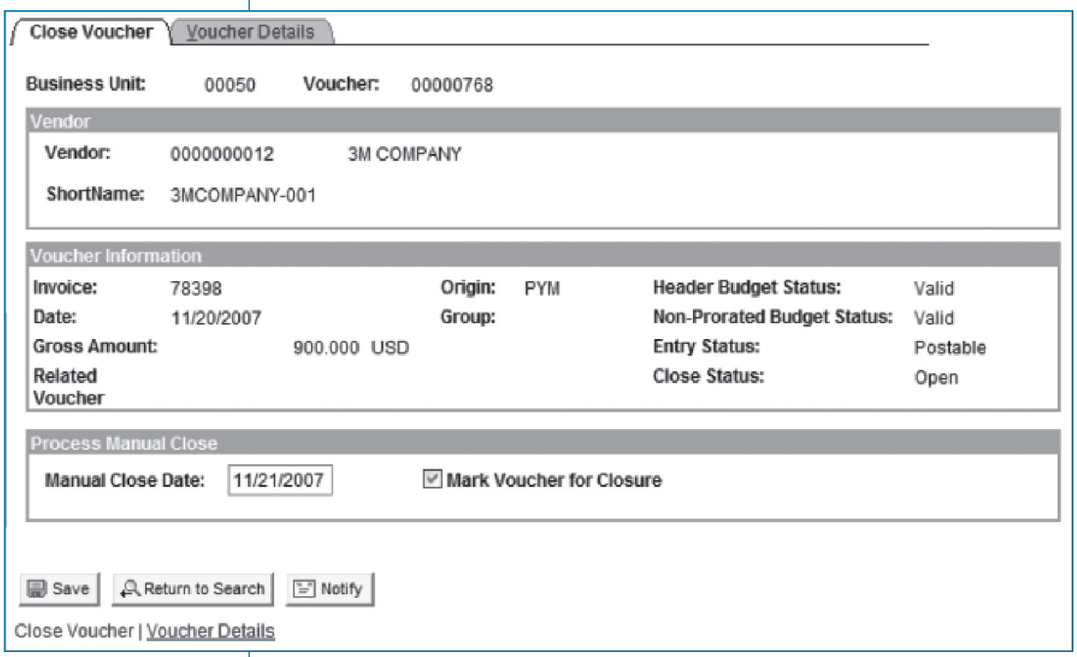


**APSC65** Close Voucher page

| Step | Action |
|---|---|
| 11 | Click **Save**. |

**APT58**



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